



IDAHO

DEPARTMENT OF FINANCE

BRAD LITTLE
Governor

PATRICIA PERKINS
Director

DATE: March 18, 2020

TO: Idaho Escrow Licensees

FROM: Patricia Perkins, Director

RE: Temporary Regulatory Guidance Regarding Working from Home Due to Coronavirus/COVID-19 Concerns or Quarantines

Due to the Coronavirus/COVID-19 outbreak and related concerns pertaining to person-to-person or community spread of the virus, the Idaho Department of Finance is offering the following guidance for entities licensed under the Idaho Escrow Act and their ability to work temporarily from their residence, even if the residence is not a licensed Idaho Escrow location.

This Temporary Guidance is issued with the intent to offer licensees the ability to take precautions deemed necessary to avoid the risk of exposure or to comply with requirements of voluntary or mandated quarantines and is effective through June 30, 2020, unless otherwise modified or withdrawn.

The Department will not take an enforcement action against an escrow licensee for unlicensed activity as long as licensable activities conducted from the residence meet the following requirements:

1. Data security requirements include provisions for the licensee's supervising officer or employees to access the company's secure system from any out-of-office device the employee uses through the use of a VPN or other system that requires passwords or an identification authentication. The licensee is responsible to maintain any updates or other requirements in order to keep information and devices secure;
2. Neither the licensee nor its approved branches are to do any act that would indicate or tend to indicate that the licensee is conducting business from an unlicensed location. Such acts include but are not limited to:
 - a. Advertising in any form, including business cards and social media, the unlicensed residence address or landline telephone or facsimile number associated to the unlicensed residence;
 - b. Meeting consumers at, or having consumers come, to an unlicensed residence;

Temporary Regulatory Guidance Regarding Working from Home Due to Coronavirus/COVID-19 Concerns or Quarantines

- c. Holding out in any manner, directly or indirectly, by the licensee or branch, the residence address that would suggest or convey to a consumer that the residence is a licensed location for conducting escrow activities;
- 3. Licensees must exercise due diligence in the safeguarding of company and customer data, information and records, whether in paper or electronic format, and to protect them against unauthorized or accidental access, use, modification, duplication, destruction or disclosure.

Questions regarding this Temporary Guidance may be directed to securities@finance.idaho.gov or to (208) 332-8004.